



## SPEAKER'S BIO



### **Cynthia Jeffries**

**COMMISSIONER  
FEDERAL MEDIATION AND CONCILIATION SERVICE**

Cynthia Jeffries is a Commissioner in the Southeast Region servicing the State of Florida of the Federal Mediation and Conciliation Service (FMCS). She is in the Orlando, FL area.

Prior to entering service with FMCS in September 2010, Ms. Jeffries negotiated multiple labor contracts utilizing both traditional and Alternative Dispute Resolution processes. She also has vast experience in grievance handling, labor-management committee design and participation, health care cost containment committees, and arbitration. Ms. Jeffries conducted numerous training programs with parties in bargaining strategy (interest based and traditional), grievance handling, employee and employer rights, relationship building initiatives and problem solving techniques.

Since entering service with the FMCS, Ms. Jeffries has mediated in various venues and industries for collective bargaining, grievances, employment disputes and negotiated rule making. She has also initiated IBB techniques in the education industry in the states of Vermont and Massachusetts. Ms. Jeffries has facilitated many labor-management committees, educated parties in various techniques for labor relationship building processes, and grievance handling. She has practiced in private, public and Federal sector venues. In addition, Ms. Jeffries has been a guest speaker and presenter at numerous statewide conferences and Universities.

Ms. Jeffries has traveled to Taiwan in both 2012 and 2013, providing dispute resolution skills training to labor, management, and government and has collaborated with other mediators and Ministry Officials in the Kingdom of Morocco to developing a long-range conflict systems design strategy for their Labor Inspectors. Most recently she traveled to Myanmar to conduct arbitration skills and technique training for the Arbitrators, Government and Labor Advocates. In addition she has made a training video on The Art of Mediation for FMCS that has been translated into several languages and has been used in various countries training initiatives.

Ms. Jeffries has received several performance awards for excellence while at FMCS. In 2015, she was the recipient of the agency's highest honor, the Director's Award.

Ms. Jeffries attended Lansing Community College in Lansing, MI and the National Labor College in Silver Spring, MD. She has also completed course work in labor relations at Michigan State University School of Labor and Industrial Relations, Wayne State University, and the University of Michigan.

Address: FMCS, 617 Potomac Place Suite 405, Smyrna, TN.  
407-382-8844 Email Address: [cjeffries@fmcs.gov](mailto:cjeffries@fmcs.gov)